

eTender Website User Guide

This User Guide covers the steps a potential tenderer must undertake when responding to a Request for Tender.

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NOTES

1. The eTender website is managed by the Department of Services, Technology and Administration for NSW Government agencies. For technical difficulties with the website, please contact the NSW Procurement Client Support Centre on 1800 NSW BUY (1800 679 289).
2. Before the closing time and date of a tender, the system cannot be checked for responses. Please do not call the Contact Person for confirmation of tender response lodgements.

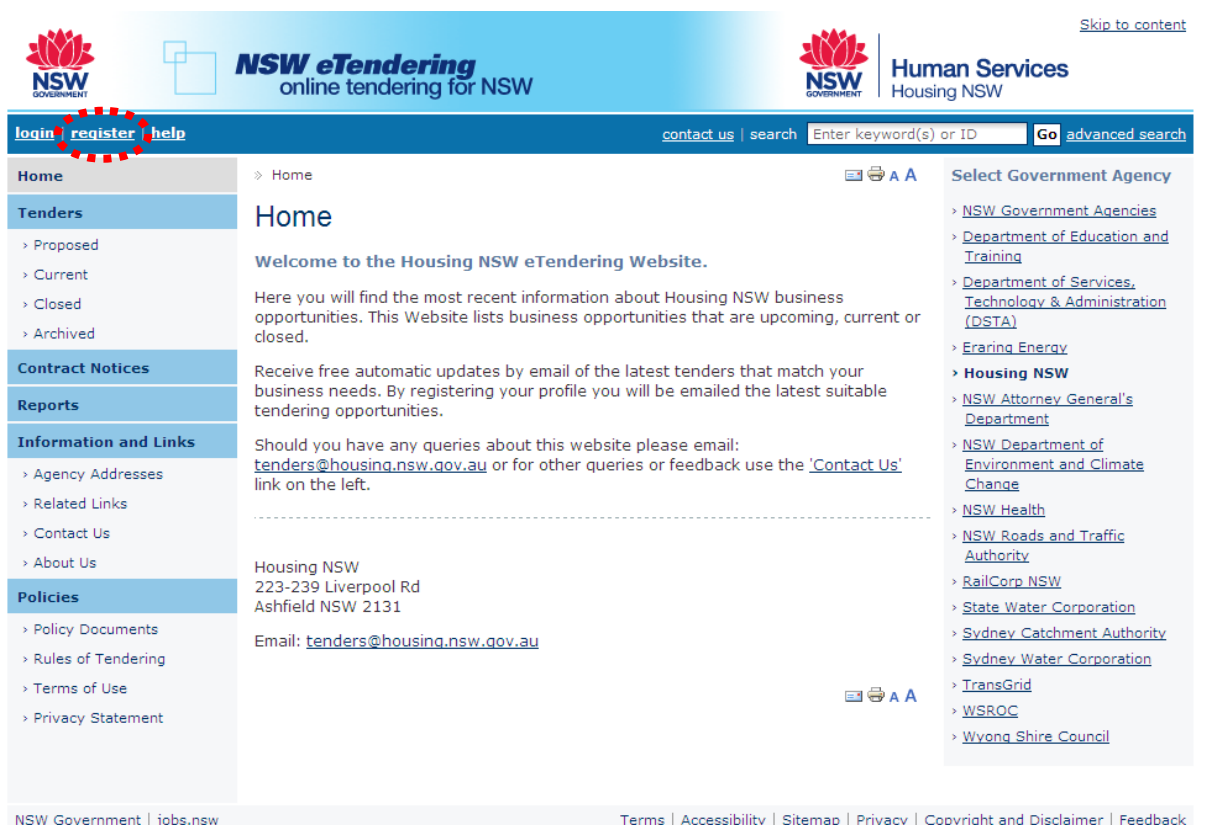
STEPS

1 How to Register as a Public User

1.1 From your Internet Browser, type in the URL:

<https://tenders.nsw.gov.au/housing>

1.2 Click “**Register**” from the menu bar.



The screenshot shows the NSW eTendering website homepage. At the top, there are logos for NSW Government and Human Services Housing NSW. A navigation bar contains links for 'login', 'register', and 'help'. The 'register' link is highlighted with a red circle. Below the navigation bar, there is a search bar and a 'Go' button. The main content area is titled 'Home' and includes a welcome message, contact information, and a list of government agencies. The footer contains links for 'Terms', 'Accessibility', 'Sitemap', 'Privacy', 'Copyright and Disclaimer', and 'Feedback'.

- 1.3 Enter your details into all the fields. NB: Mandatory fields are marked with an *.
- 1.4 Your Username will be your email address.
- 1.5 Your password MUST be at least 6 alphanumeric characters. You can reset when you login.

NSW eTendering
online tendering for NSW

Human Services
Housing NSW

[login](#) | [register](#) | [help](#) | [contact us](#) | search Enter keyword(s) or ID [advanced search](#)

[Home](#) > [New User Registration](#)

New User Registration

* Denotes mandatory field

Site Login Details

Email Address * ?

Confirm Email Address * ?
All emails generated from eTendering will be sent to this email address

Password * ?
Passwords must be alphanumeric and contain at least six characters

Confirm Password * ?

Identity Validation Question * -- Please select -- ?
This question and answer will be used to validate your registered user identity in the event that you need your password reset.

Answer * ?

Contact Details

Title ?

First Name * ?

Last Name * ?

Business Name * ?

Trading Name ?

ABN Exempt ?

ABN ?

Number of Employees * -- Please select -- ?

Street Address Line 1 * ?

The screenshot displays a registration form with the following sections:

- Address Fields:** Street Address Line 2, Town/City, State/Territory, Postcode, and Country (pre-filled with AUSTRALIA).
- Contact Fields:** Phone Number, Fax Number, and Mobile Number, each with a note: "Please include area code if in Australia".
- Notification Details:**
 - Email Format:** A question "In which format do you wish to receive eTendering emails?" with radio buttons for HTML (selected) and Plain text.
 - Notification Preference:** A question "Do you wish to receive email notifications of tender processes as they are published on NSW eTendering?" with radio buttons for Yes (selected) and No.
- Agreement:** A statement "By clicking the 'I Agree and Understand' button you are agreeing to eTendering's [Terms of Use](#)." followed by an "I Agree and Understand" button.

Red dashed circles highlight the "HTML" and "Yes" radio buttons. Blue question mark icons are present to the right of the form fields.

- 1.6 Select the email format that you prefer to receive – Plan text or HTML.
- 1.7 Click the “?” symbol on the right hand side for assistance / explanation of the fields.
- 1.8 Before submitting this form, you can also arrange to be emailed when tenders matching your area/s of interest are published.
- 1.9 Click “**Yes**” – to set up a notification profile.
- 1.10 Click “**I Agree and Understand**”.

Once you are registered, you are agreeing to the New South Wales eTendering System Terms of Use. You are also consenting that participating NSW Government agencies may access your personal data in accordance with this system’s Privacy Statement and the relevant NSW Privacy and Personal Information legislation. However, the information provided by you will only be used for tendering purposes.

- 1.11 On the notification screen, enter the keyword/s you are interested in. If you enter more than one keyword (separated by commas) the System will search for any of the words, not for all of them together.

- Home**
- Tenders**
 - > Proposed
 - > Current
 - > Closed
 - > Archived
- Contract Notices**
- Reports**
- Information and Links**
 - > Agency Addresses
 - > Related Links
 - > Contact Us
 - > About Us
- Policies**
 - > Policy Documents
 - > Rules of Tendering
 - > Terms of Use
 - > Privacy Statement

Edit Notification Settings

Please enter your notification settings appropriately to ensure you will be notified correctly.

Enter the appropriate keyword(s) if any. Select the geographic location(s) of the work/service that you are interested in. Select 'All Locations' link to automatically tick all locations. The RFT Types are based on the Code of Tendering for NSW Government Procurement 1999 and are generic across the eTendering System.

Enter Search Criteria

Keyword(s)
 Keyword matching is on RFT ID, title and description. Use commas to separate multiple keywords

Category
 (based on UNSPSC)

Hold down the 'Ctrl' or 'Control' keyboard button for multiple selections

-- Any Category --
 Apparel and Luggage and Personal Care Products
 Building and Construction Machinery and Accessories
 Building and Facility Construction and Maintenance Services
 Chemicals including Bio Chemicals and Gas Materials
 Cleaning Equipment and Supplies
 Commercial and Military and Private Vehicles and their Accessories and
 Defense and Law Enforcement and Security and Safety Equipment and
 Distribution and Conditioning Systems and Equipment and Components
 Domestic Appliances and Supplies and Consumer Electronic Products
 Drugs and Pharmaceutical Products
 Editorial and Design and Graphic and Fine Art Services
 Education and Training Services
 Electrical Systems and Lighting and Components and Accessories and
 Electronic Components and Supplies
 Engineering and Research and Technology Based Services

Location [Show map of NSW Regions](#)

(Select one or more locations)

[All Locations](#)

[NSW Regions](#)

<input type="checkbox"/> Central West	<input type="checkbox"/> Far West	<input type="checkbox"/> Hunter
<input type="checkbox"/> Illawarra	<input type="checkbox"/> Mid North Coast	<input type="checkbox"/> Murray
<input type="checkbox"/> Murrumbidgee	<input type="checkbox"/> Northern	<input type="checkbox"/> North Western
<input type="checkbox"/> Richmond Tweed	<input type="checkbox"/> South Eastern	<input type="checkbox"/> Sydney

[States and Territories](#)

<input type="checkbox"/> ACT	<input type="checkbox"/> NT	<input type="checkbox"/> QLD
<input type="checkbox"/> SA	<input type="checkbox"/> TAS	<input type="checkbox"/> VIC
<input type="checkbox"/> WA		

RFT Type

Hold down the 'Ctrl' or 'Control' keyboard button for multiple selections

-- Any Type --
 Expression of Interest For Pre-Qualification
 Expression of Interest for Specific Contracts
 Invitation To Respond
 Notice
 Open Tenders
 Pre-Qualified / Invited
 Request for Proposals

CSV File Attachment Would you like to receive new open business opportunities in a spreadsheet format?
 Yes No

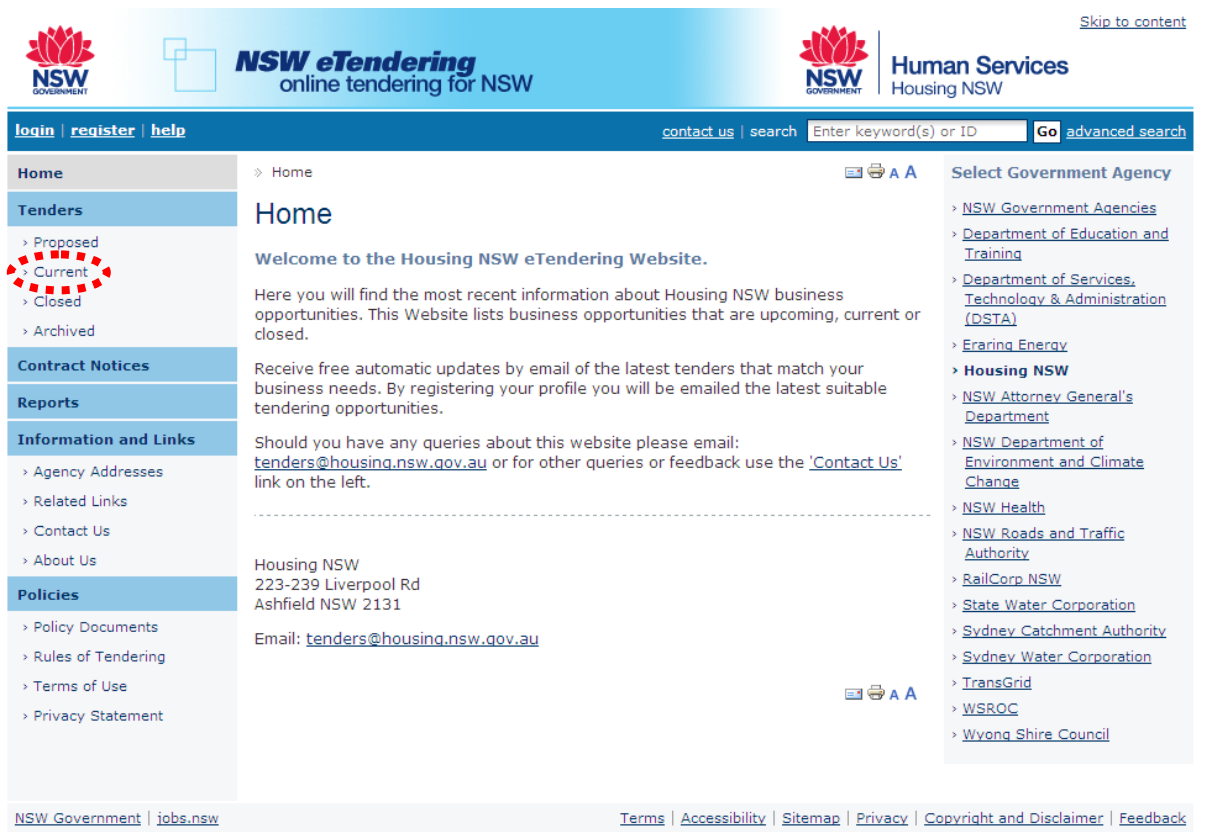
The Terms of Use which you have already agreed also applies to the eTendering email notification service. The information provided by you on this page is covered by our [Privacy Policy](#).



- 1.12 Select the category (type of goods or services) from the drop down box. Multiple items can be selected.
- 1.13 Tick the box against the location/s you desire
- 1.14 Select the tender type/s.
- 1.15 Click “**Save Details**”.
- 1.16 Click “**Save Details and Continue**”.
- 1.17 You can edit your details at anytime.

2 How to download RFT Documentation

2.1 Click “**Current**” to locate the RFT that you would like to respond to.



The screenshot shows the NSW eTendering website home page. The top navigation bar includes the NSW Government logo, the text 'NSW eTendering online tendering for NSW', and the Human Services Housing NSW logo. A search bar is located on the right. The main content area is titled 'Home' and includes a welcome message and contact information for Housing NSW. A left-hand navigation menu contains several categories: Home, Tenders, Contract Notices, Reports, Information and Links, and Policies. The 'Tenders' category is expanded, showing sub-links for Proposed, Current, Closed, and Archived. The 'Current' link is highlighted with a red dashed circle. A right-hand navigation menu lists various government agencies. The footer contains links for NSW Government, jobs.nsw, Terms, Accessibility, Sitemap, Privacy, Copyright and Disclaimer, and Feedback.

2.2 Click “**Full Details**” – This is the ‘exhibited copy’ for the RFT and will give you an overview of the RFT.

Some tenders may be restricted in view and will require a passcode to access the RFT documents. Tenderers who are invited to lodge a response will be provided with the passcode to access the RFT documents. If a tenderer does not have the passcode, then they have not been invited to participate in the RFT.

2.3 Click “**Download a Softcopy – free**” – You will be required to login to access these documents.

2.4 The RFT download page will display.

2.5 Follow the screen instructions to download to your computer.

3 How to Lodge a Response

3.1 Locate the RFT.

3.2 Click on “**Lodge a Response**”.

3.3 The User Authentication screen will display.

3.4 Login with your email address and password.

3.5 Click “**Continue**”.

- 3.6 Click "**Browse**".
- 3.7 Select the <appropriate file/s> from your Windows Explorer / File Manager.
- 3.8 You can attach up to 5 files, if you have more than 5 files, compress these files into a 'zip' file. Do not zip a 'zip' file.
- 3.9 OR if uploading a large response, respond to the same RFT more than once. If you do this, identify each file you upload eg file_1_of_6, file_2_of_6 etc. Please make the file names short.
- 3.10 Click "Lodge Response Now".
- 3.11 YOU MUST WAIT FOR A RECEIPT TO APPEAR ON SCREEN.
- 3.12 No receipt number means your response lodgement failed. If it failed, contact the RFT Contact Officer or the eTendering Helpdesk immediately at NSW_P_Support@commerce.nsw.gov.au or Telephone: 02 9372 8333.
- 3.13 When your response is successful, then the Response Waiting Screen will disappear and be replaced by the screen advising "your response has been successful".
- 3.14 The details on the screen will contain:
 - the RFT Number,
 - the RFT Title,
 - Your Receipt Number, and
 - The file/s lodged and date and time of lodgement.
- 3.15 Please keep a copy of this receipt for your records.
- 3.16 An email will be sent to the address you have used on the registration form. This email will confirm the same details as your onscreen verification.

4 How to Lodge a Late Response

- 4.1 An Agency MAY allow late responses for a closed RFT. In this case the RFT will appear in the CLOSED list.
- 4.2 Select <RFT>, Click "**Full Details**" to display the RFT details screen.
- 4.3 Click "Lodge a Late Response".
- 4.4 Enter <Reason for late response>. This is MANDATORY. NB Spaces alone will not be accepted as input.
- 4.5 Continue the same process as "**Lodging a Response**".

Note: Tender responses arriving after the stipulated closing date and time may not be reviewed or considered.